

Job Title: Records Technician
Department: Police
Reports To: Information Services Supervisor

Job Summary

Ensures all police reports and related materials are filed according to procedures and policies. Responsible for data entry of all police reports and citations. Provides daily customer service contact with the public and must be able to refer citizens to proper authorities and / or their locations.

Job Scope

Works under the supervision of the Information Services Supervisor. Serves as first point of contact for citizens coming into the police department. Processes police service activity reports through prescribed procedures.

Principal Duties and Assignments

1. Attends the department's customer counter. Answers inquiries relating to police department services and police reports and serves as the receptionist for the department during normal working hours.
2. Takes preliminary information for lobby calls for service.
3. Must be knowledgeable in local and state regulations and laws.
4. Writes police reports for various offenses and incidents.
5. Performs cashier services for collection of report fees and related service fees.
6. Responsible for daily data entry of police reports, citations, and daily backup of computer system.
7. Reviews all police reports to ensure proper form usage and classification and subsequently distributes copies of reports to various divisions of the department and other agencies.
8. Researches statistics through use of "ad hoc" query language in departmental computer as requested by personnel, media and the public.
9. Generates, maintains, and ensures the integrity of all police records and reports, both original and microfilmed. Keeps logs current and forwards records and reports to other entities as needed.
10. Completes tracking, fingerprint forms, and photo cards on all arrests.
11. Prepares daily deposits for cash drawer.
12. Completes juvenile notifications and follow-ups to school districts.
13. Issue citation books to officers.
14. Performs all other tasks and duties consistent with these job functions as directed or assigned by superiors.

Other Aspects of the Job

This position deals with the general public on a daily basis and requires courtesy, tact, and diplomacy. This employee must be thoroughly familiar with established policies and procedures as well as department functions and personnel. Must have the ability to accurately and efficiently maintain complex clerical records and prepare detailed reports. This position may require shift work, including weekends and holidays. Must possess or have the ability to quickly acquire a working knowledge of the Texas Penal Code, Code of Criminal Procedure, as well as other sources of criminal offenses, Texas Public Information Act, the Government Code and NCIC/TCIC entry procedures. Must be able to enter and retrieve data from a computer with speed and accuracy. Must be able to become proficient in varied computer system usage. Must become proficient in "English" ad-hoc query language used by the departmental Public Safety System. High school graduation or GED required. Must not currently be or have been within the last ten (10) years on court-ordered community supervision or probation for any criminal offense of the grade of a Class B misdemeanor or above. May not have been convicted of an offense of the grade of a Class B misdemeanor or above within the last ten (10) years. May not have been, at any time, convicted of felony offense or any family violence offense.